

ASSISTANT CHIEF OF FIRE COMMUNICATIONS

(Competitive Class)

DISTINGUISHING FEATURES OF THE CLASS

This class encompasses a highly responsible supervisory position in the Fire Communications Division of fire department operations, the primary duty of which is managing the daily operations and dispatching activities of the division. The incumbent of this class approves work schedules for communication personnel and assists in the maintenance of division records and in the budget preparation for the division. The Assistant Chief of Fire Communications performs routine tasks without supervision and performs special tasks assigned with only general instructions. The employee of this class reports to and has work reviewed by the Chief of Fire Communications. This class ranks directly below that of Chief of Fire Communications.

EXAMPLES OF WORK

Examples listed below are illustrative only. They are not intended to include all duties which may be assigned, neither are they intended to exclude other duties which may be logical assignments to this class.

Assists the Chief of Fire Communications in planning, organizing, and directing activities of the Fire Communications Division with respect to programs, equipment and personnel. Directs and conducts inspections of the division, observes operations, evaluates effectiveness and takes appropriate action to improve problem areas. Recommends and assists in setting management policies, goals, and objectives for the Fire Communications Division.

Manages the supervision of subordinate personnel in the operation of the Fire Communications Division. Holds meetings with subordinate employees in order to receive reports, disseminate information and delegate authority for the more effective operation of the division. Updates subordinates on technical developments as well as changes in FCC regulations and laws, new departmental policies or related matters. Approves work and duty areas, work schedules, and leave for communications personnel. Manages the preparation of shift changes through ensuring that incoming and outgoing shift personnel are briefed and directing the preparation of daily personnel reports to designated department officials. Oversees inspections concerning the appearance of equipment and personnel. Evaluates subordinates' work performance, discusses performance with employees and conducts employee evaluation interviews. Promotes peace and harmony within the department by seeing that discipline is maintained, counseling employees who are experiencing work problems, conducting corrective meetings, and resolving employee complaints and grievances. Interviews prospective employees of the division as needed and

makes recommendations for hiring.

Manages the performance of subordinate communications personnel who supervise dispatching functions of the Fire Communications Division, including answering automated alarms from private alarm systems; answering emergency and non-emergency telephone calls and taking information from caller about emergency; entering information into computer and following correct procedures to process information into the CAD system; dispatching the appropriate unit; receiving and transmitting messages to and from emergency scenes and related agencies; using CAD system to keep track of each firefighting crew and emergency unit at all times; taking requests for assistance from units; ensuring that reserve companies are sent as back-up for stations from which all equipment has been dispatched; notifying all designated groups, agencies or individuals of all working fires including owners of buildings, specified officers, special units or police and utility companies as indicated by department procedures in special or emergency situations.

Oversees the sounding of fire alarms in all stations as well as the testing of alarm bells, fire radios, fire telephones, emergency lines, paging devices, private alarm systems, volunteer unit equipment and recording system to ensure proper readiness for service. Directs the supervision of employees who record all calls in order to create records of dispatching activity. Provides technical assistance to communications personnel by answering questions and providing back-up support. Personally provides on-the-job instruction in the operation of communications equipment and other related areas, ensuring that all departmental procedures and FCC regulations are followed. Answers questions on department procedures when requested.

Reviews incoming communications, writing comments and notes to route work to the appropriate party. Oversees the accurate maintenance of department activity records. Personally maintains records on employee training certifications. Supervises the preparation and maintenance of division records by reviewing records and reports completed by subordinates and periodically inspecting systems and facilities for maintaining such. Personally completes forms, narrative reports and records as required. Develops new forms or updates old ones in order to improve accuracy and efficiency of documentation. Handles public requests for copies of audio calls recorded by the fire communication division.

Gathers information in order to assist division head in preparing and submitting an operating budget for the Fire Communications Division. Assists with the purchase and storage of all needed supplies and equipment for the division. Manages the general care, maintenance, and use of departmental communications equipment. Oversees the repair of malfunctioning equipment according to

department procedures and inspects equipment after repairs to see that repairs were properly accomplished.

Handles complaints from the public and personally writes letters in response to written or oral requests addressed to the communications division. Assists in coordinating the work of the department with other federal, state, and local agencies releasing information and giving assistance when needed. Participates in training provided by the department on communications and related areas. Gives reports, offers advice, and keeps informed of local trends that may affect the fire service.

Performs any related duties assigned.

QUALIFICATION REQUIREMENTS

Unless otherwise specified, all requirements listed below must be met by the filing deadline for application for admission to the examination.

Must meet all requirements of the Municipal Fire and Police Civil Service Law, including being a citizen of the United States, and of legal age.

After offer of employment, but before beginning work in this class, must pass a physical examination, the selection and administration of which shall be authorized by the Appointing Authority, designed to demonstrate good health and physical fitness sufficient to perform the essential duties of the position, with or without accommodation.

Applicant must possess one of the following: high school diploma, general educational development (G.E.D.) certificate, high school transcript, affidavit from the issuing high school, associate's or bachelor's degree, or college transcript, any one of which must indicate that graduation has occurred or a degree awarded. A certification of completion shall not be sufficient to substitute for a diploma or G.E.D. certificate.

Must have a minimum of five (5) years of full-time experience in operating fire communications equipment in the fire communications division of a paid fire department.